

VI. ABSTRACT

A system for referring a telephone communication to one of a plurality of financial assistance providers based on lender criteria, the method including the steps of:

- 5 storing telephone numbers for a plurality of financial assistance providers in memory accessible by a digital electrical computer; obtaining lender criteria for selecting one of the financial assistance providers; storing said criteria for access by said computer; identifying a debtor; selecting one of the financial assistance providers by accessing the criteria, applying the criteria, and accessing one of the stored telephone numbers; and connecting the debtor by
- 10 telephone to the one of the stored telephone numbers. The system can be used with an intermediary that detects referring information sufficient to identify a referrer identity, to select which one of several financial assistance providers to refer the inbound communication by using a computer to look up and to apply referral criteria responsive to the referrer identity, and to form and track the call referral.

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